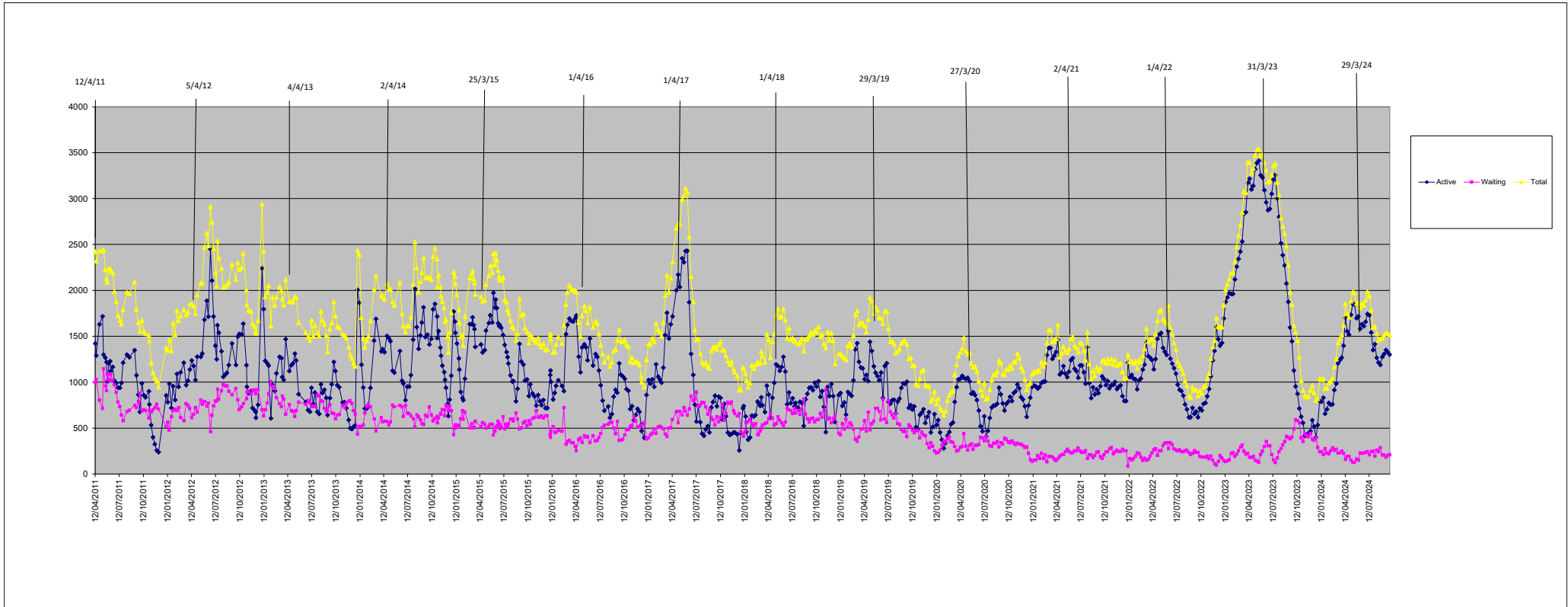
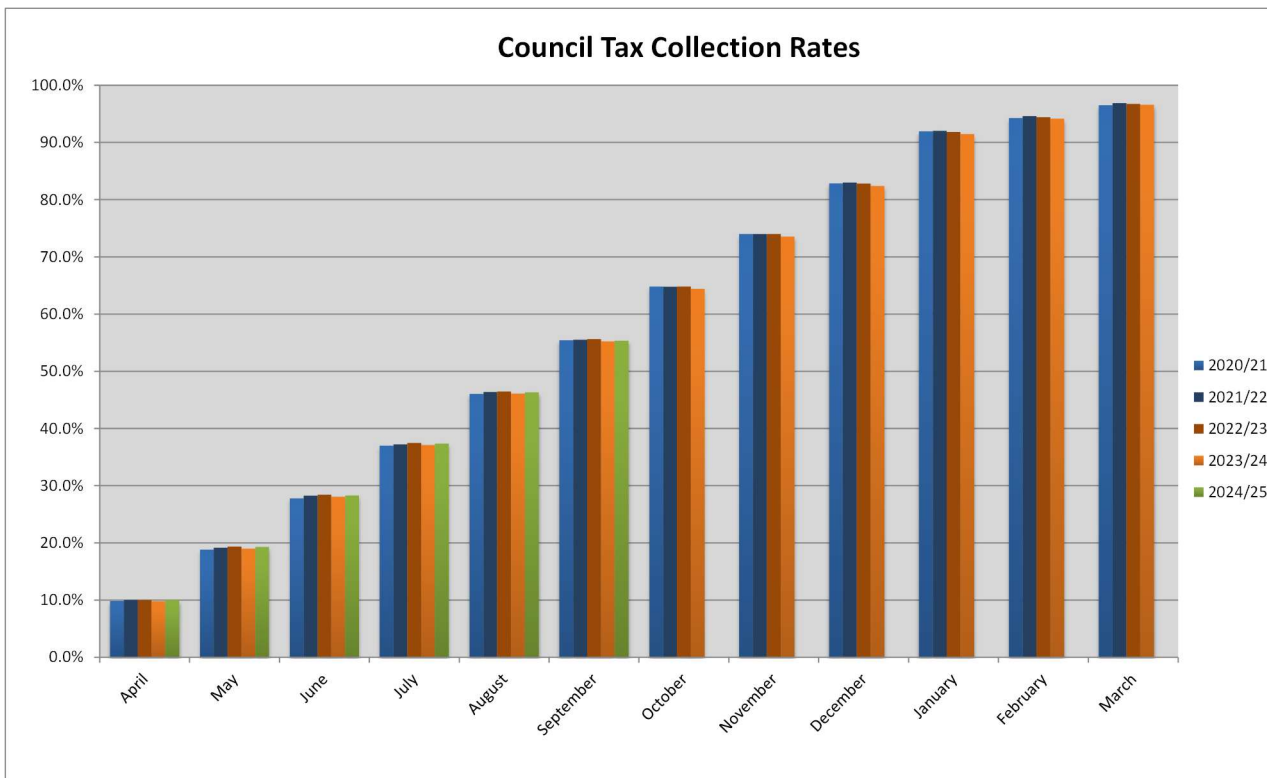


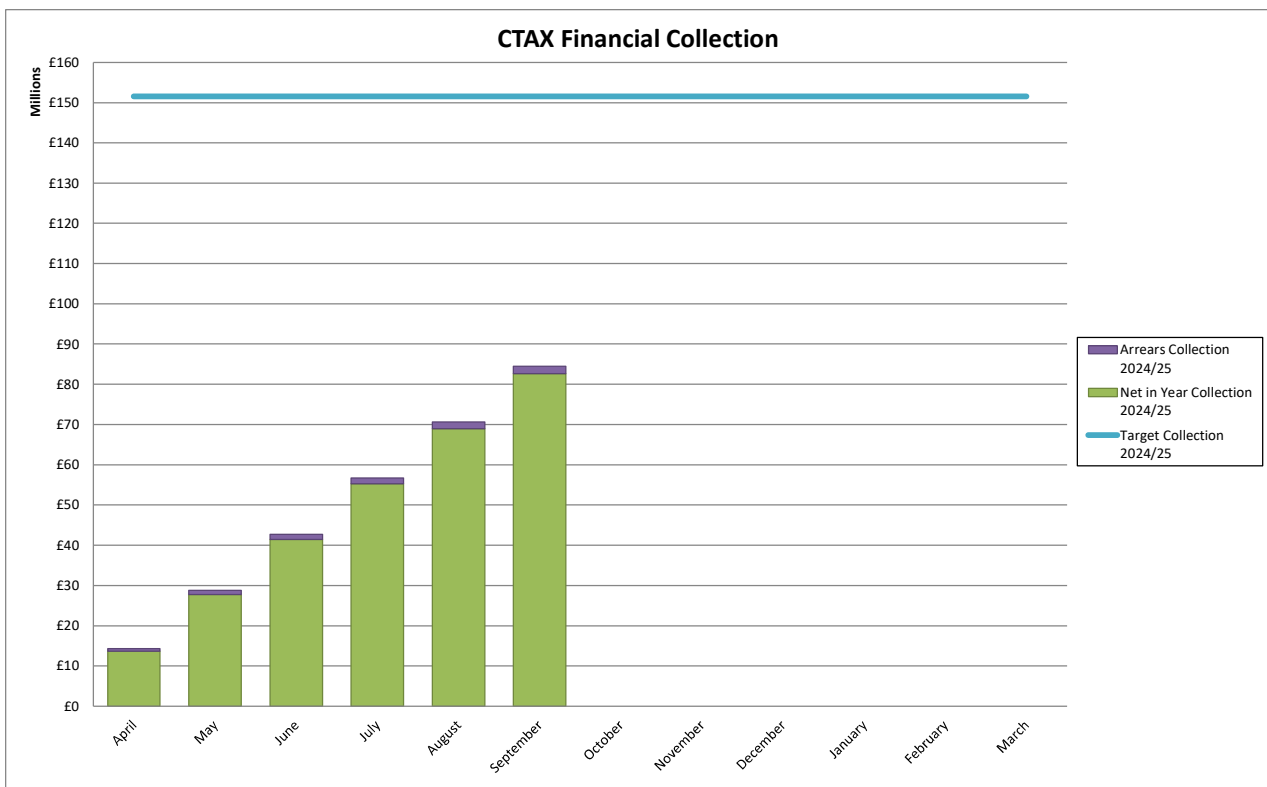
Revenues
and
Benefits
Monthly
Pack
September
2024



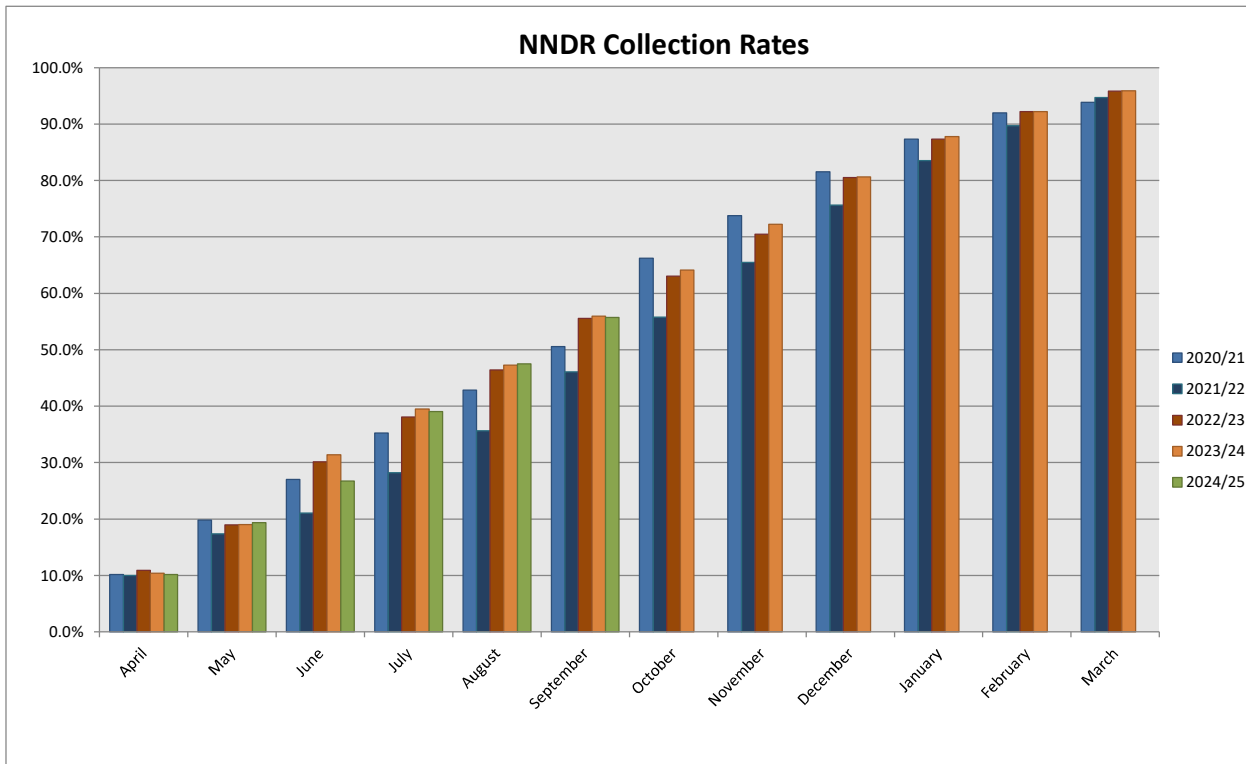
This chart provides a long-term view of the amount of work that Benefits has waiting to be looked at (Active) and in pending (Waiting). This chart shows the work position as of 27th September 2024. There are 1300 active documents and 213 waiting documents, compared to the backlog situation of 1616 and 488 respectively at the same point last year. The retention of two agency staff to cover 3 vacant posts and sickness absence has greatly assisted the team to maintain an acceptable level of work outstanding. The situation is being closely monitored to ensure that appropriate resource is in place.



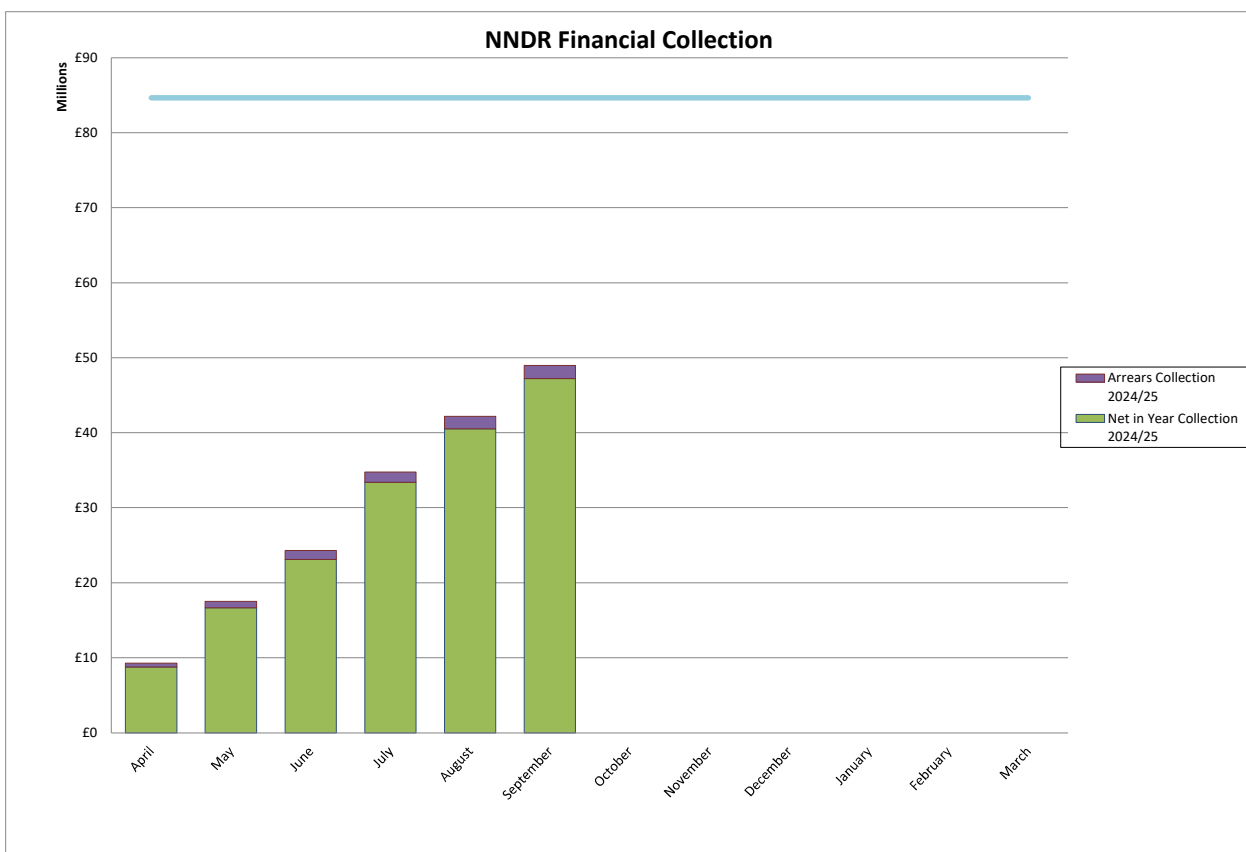
The in-year Council Tax percentage collection rate is 55.33% for September 2024, this is 0.11% up on 2023/24's figure and likely to be due to the reduction in the CTax billing backlog, meaning that people whose circumstances have changed have been billed in good time to set up instalments for their new year's liability.



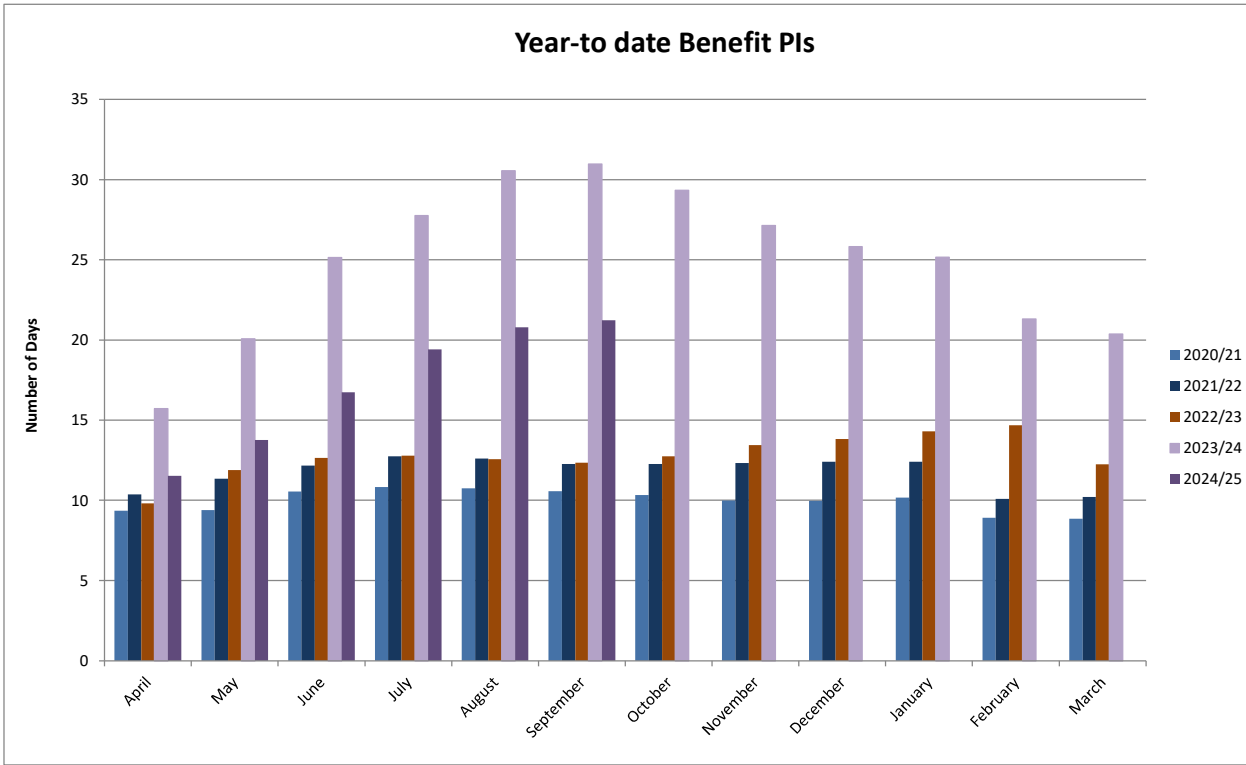
Unlike the in-year collection percentages, this graph also includes arrears collected (shown in purple) which illustrates why ongoing recovery action is so important. Collection of arrears from previous years (£1.866m) is £164.8K up than at the same point last year. This year's collection target is £151,545,784, set by the budget.



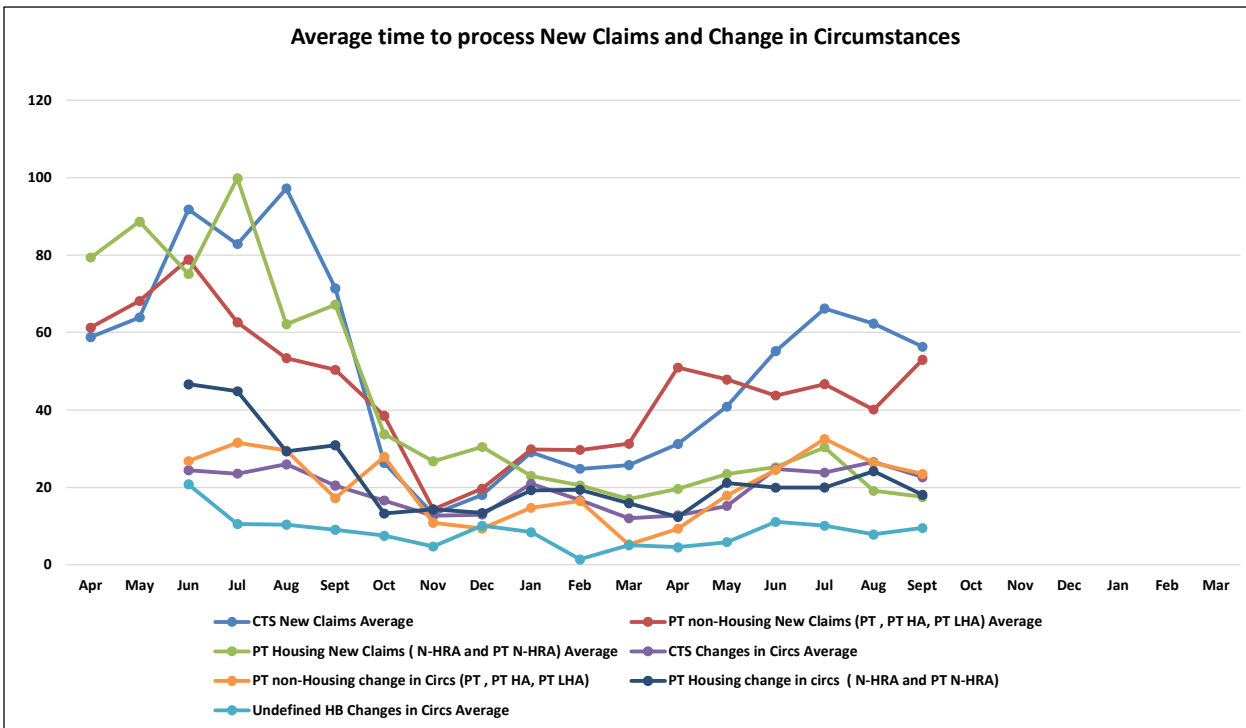
NDR collection rate for September 2024 is 55.75% which is 0.21% down on 2023/24.



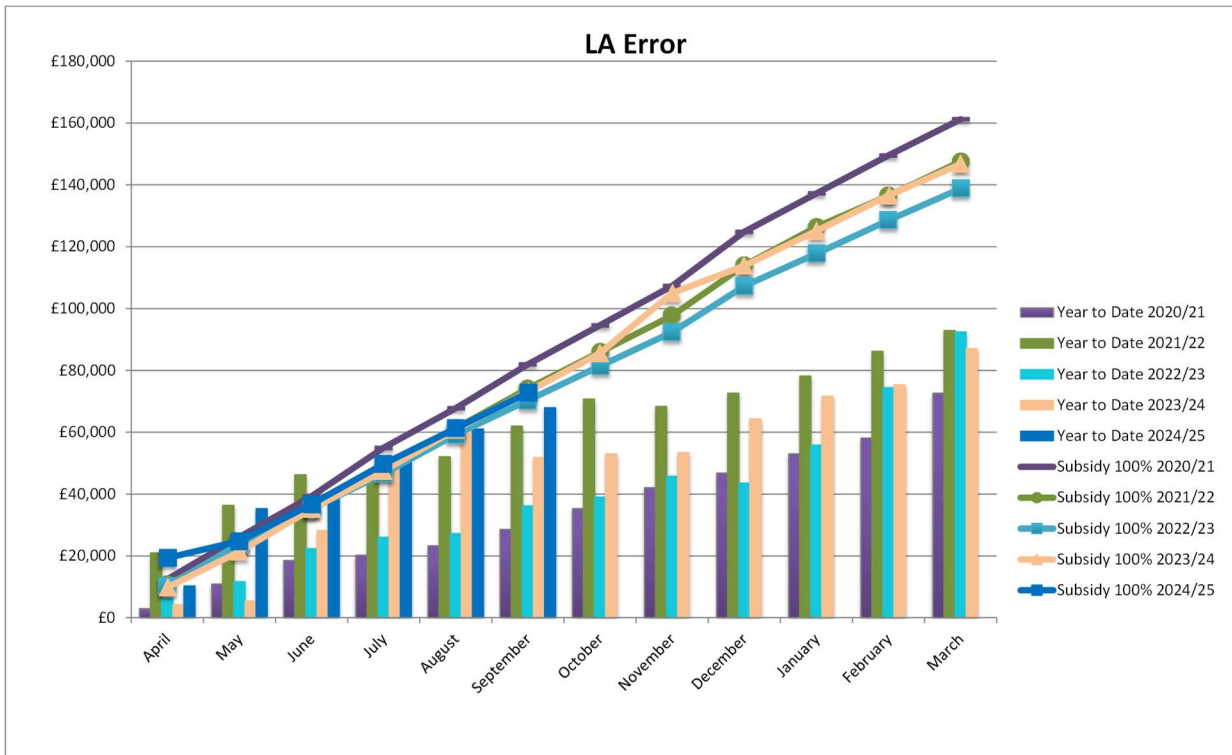
This graph is the NNDR equivalent of the Council Tax financial collection graph above. 2024/245's collection target is £84,618,745.00. Arrears collection of £1.797m is £371.7K higher than at the same point in 2023/24.



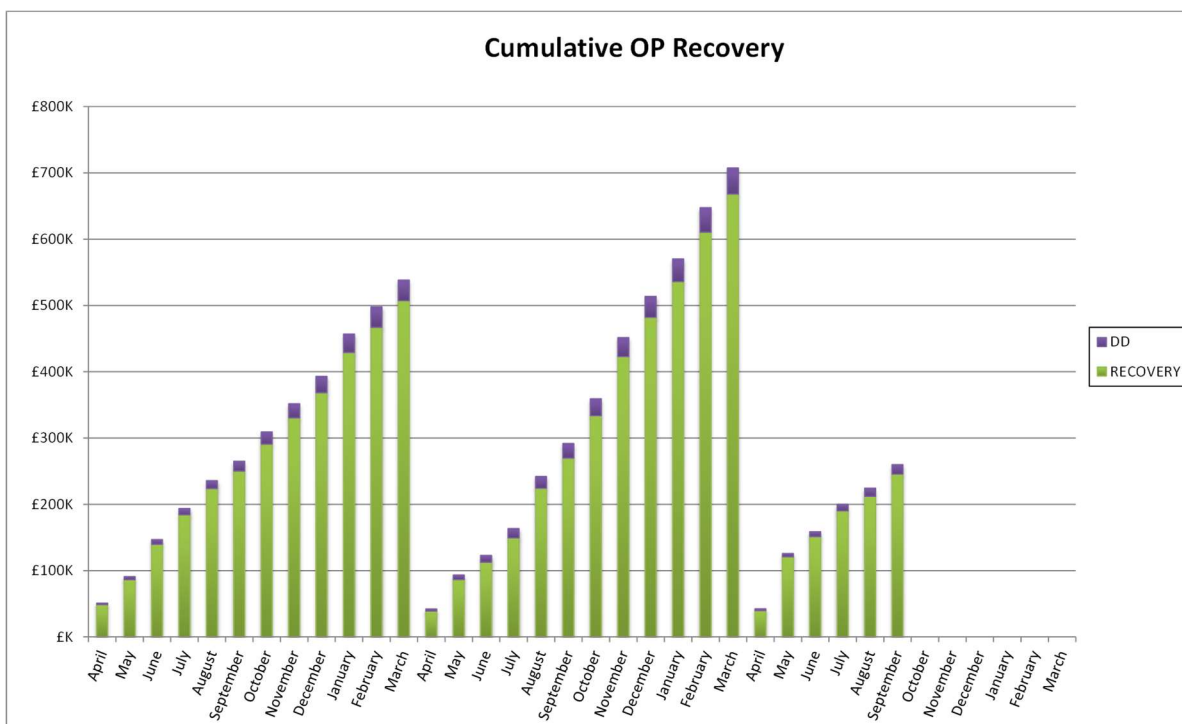
The average time taken to process new claims and changes in circumstances for September 2024 is 21.22 days compared to 2023/24's 30.96 days.



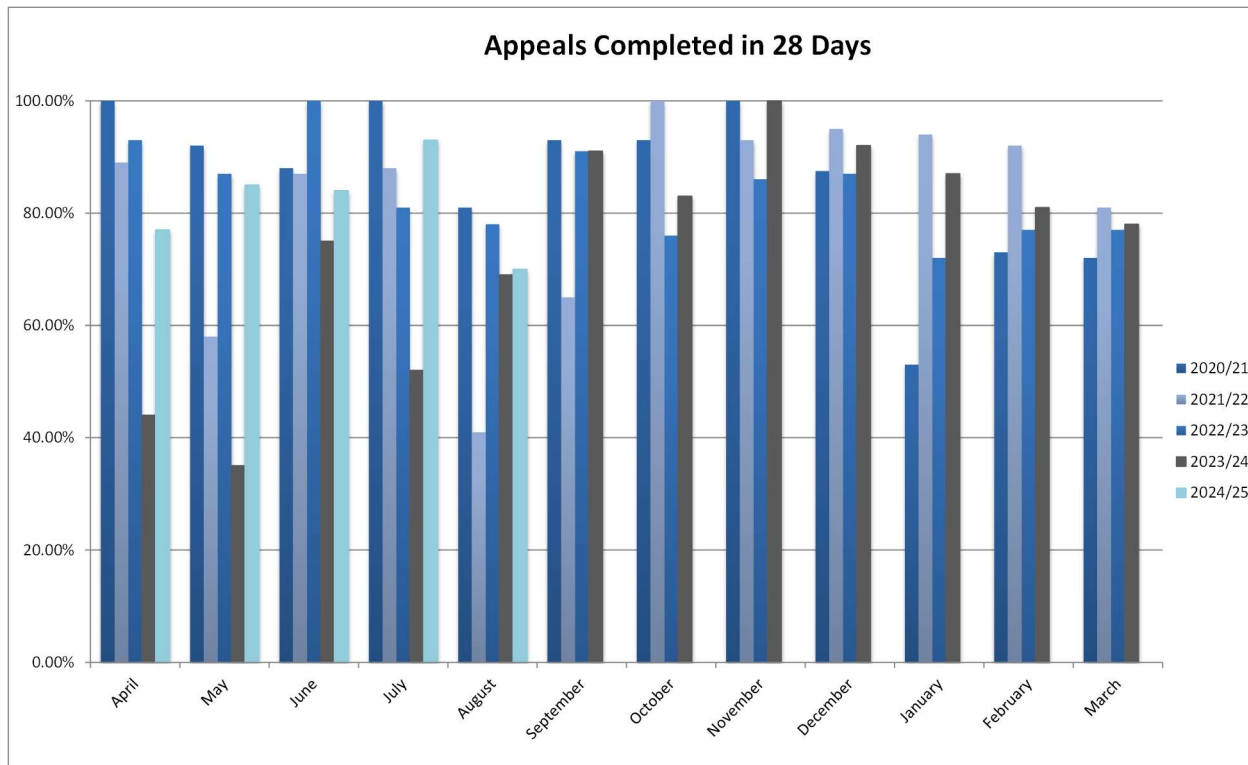
A breakdown of the Benefit PIs to show average time taken for New Claims by type (CTS, Private tenant (not homeless) and PT homeless) from April and average time taken for Change in Circumstances by type. Processing times have decreased for most categories of work, with only some private tenant claims with long-outstanding queries finally being resolved showing a marked increase.



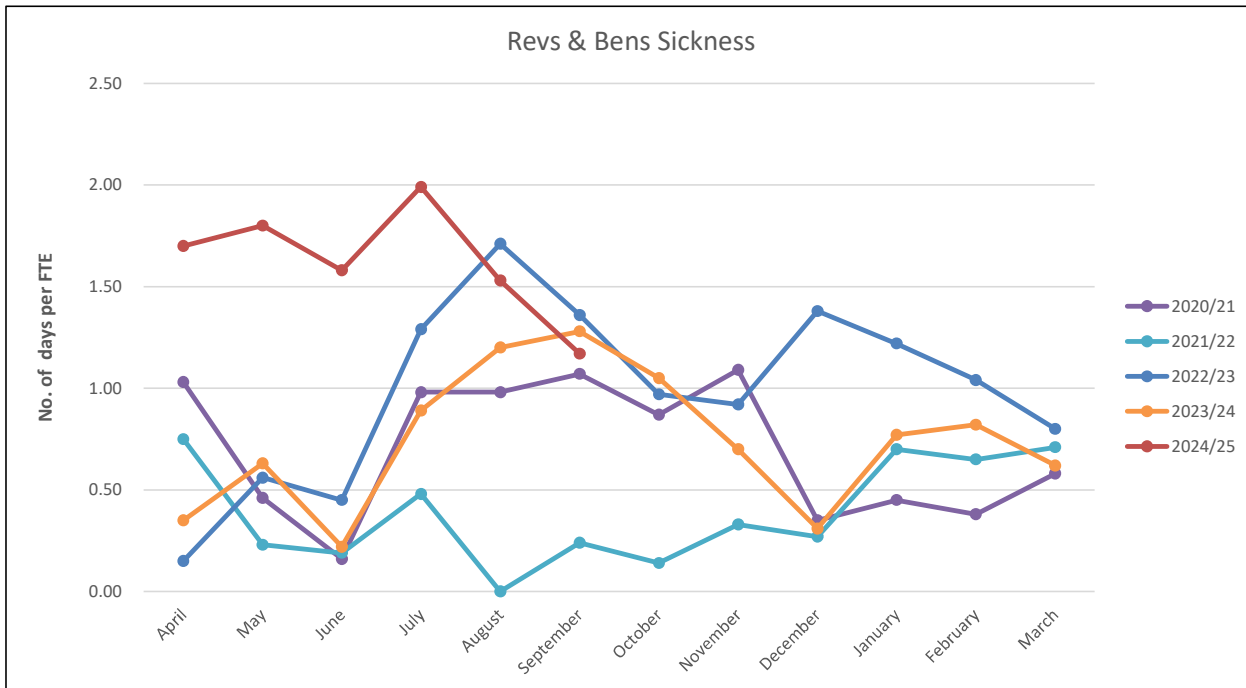
This graph shows the cumulative value of HB overpayments caused by LA (mistakes) or Admin (delay) Error for each month. The diagonal line is the level (0.48% of total HB expenditure) at which we stop receiving 100% of the overpayment value back as subsidy. Ideally, what we do not want to see is the vertical bar breaching the diagonal line, which is what happened in May. This was caused by a number of large overpayments on pensioner claims, created as a result of reviewing claims that had not been looked at for some years. The vertical line has dropped back below the diagonal line and is now at 93% of the expenditure target. Clearing the backlog creates greater values of Admin error overpayments, thereby keeping the vertical line closer to the diagonal line than would ordinarily be the case, although the Council only suffer subsidy loss if the diagonal line is breached at the end of March.



This chart shows the amount of money collected in respect of overpayments by means other than deductions from ongoing Housing Benefit. Total collected as of September 2024 is £260.1k, which is down by £31.7k compared to last year. Value of overpayments raised so far is at £573k, £136k lower than last year. Given that we have had a backlog of work, which generally creates higher levels of overpayment when it is cleared, it would appear that the reduction in the HB caseload as a result of UC migration is starting to have an effect. There are simply fewer claims on which to create overpayments of HB.



We received 20 appeals in August 2024. 14 or 70% of appeals were resolved within 1 month. All or 100% of appeals were resolved within 3 months. The time taken to resolve the disputes (by resolution, revision or submission to the tribunal) was 24.4 days, against a target of 1 month.



To put the figures on this chart into context, 1 day per full time equivalent is about the same as 10 people being absent for a week each during the month. Clearly, sickness has been much higher than in the four preceding years, albeit now reducing. All cases are being actively managed in accordance with the Managing Health and Attendance Policy.

Table showing processing resource expectations (FTE establishment) vs actual resource available.

	Establishment (FTE)	Experienced (1yr+) (FTE)	Vacancies FTE	Sick (FTE)	Agency in place (FTE)
Benefits	13.03	8.64	3	0.39	1.5
Council Tax	8.05	5.05	0	1	1.5
NDR & Recovery	9	8	0	0	0

This table shows how many posts at Sc5 are in the establishment for each of the teams within Revs & Bens. The Sc5 posts actually process the majority of the work. Posts at higher and lower ends of the payscale are important, but absences in those roles do not have such an immediate effect on the public perception of the efficiency of the team. As an example, if the Revs and Bens Manager were absent the number of claims processed or CTax bills issued would not be materially affected. The first column shows the establishment in terms of FTEs. The second shows the FTE equivalent of experienced staff in post. The significance of this is that 13.03 experienced benefits officers are far more productive than 13.03 inexperienced benefits officers, so any discrepancy between the two columns indicates a potential issue. The remaining columns show where additional gaps are (vacancies and sickness – sickness is calculated only for experienced officers and the figure reduces the FTE in the ‘experienced’ column) and where additional agency resource is in place.